

GXP 1620 USER MANUAL



Thank you for purchasing Grandstream GXP1620.

Make sure and acknowledge that you have read this manual before using GXP1620.

Package Contents:

1. Main Case
2. Handset
3. Phone Cord
4. AC Power Adaptor
5. Ethernet Cable
6. Phone Stand
7. Quick Start Guide

Disclaimer

- * This document is subject to change without prior notice.
- * A possibility of noise, broken voice, or disconnection may occur because of customers' or our network environment. We cannot guarantee the quality of voice.
- * The company assumes no responsibility on the difference of call or voice quality when the hearing acuity of individuals is concern.
- * The company assumes no responsibility when it was used outside Japan.
- * As for GXP1620 regular server maintenance, you may experience temporarily service stops without prior notice.
- * The company assumes no responsibility for the damages of customer caused by the phone malfunction or breakdown.

Care

Please use soft dry clothes to clean the device.

Don't use wet clothes.

Don't use volatile chemicals like benzene, or thinner since they can damage the device.

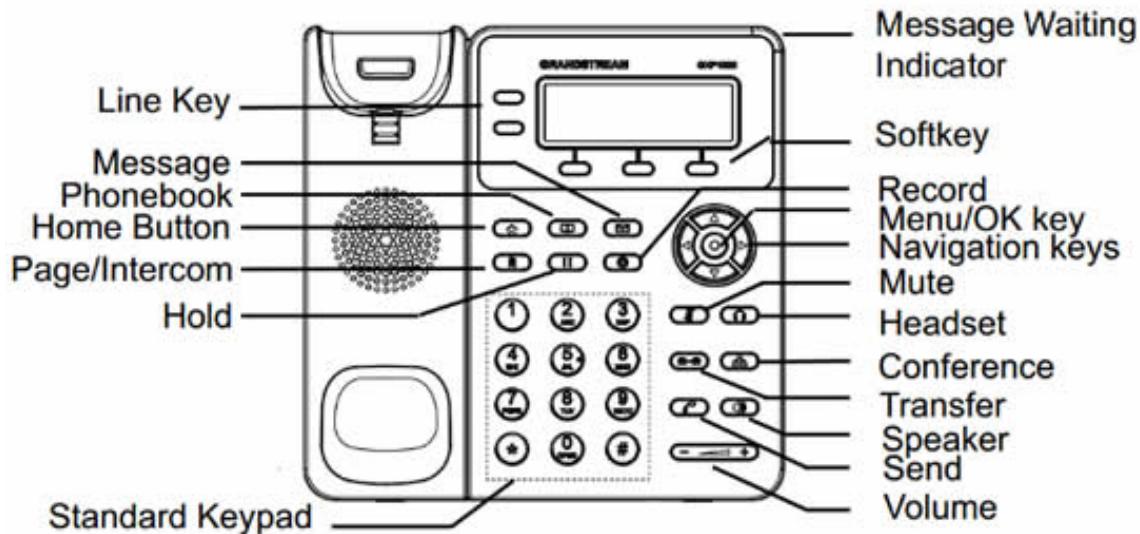
If you want to use a chemical wipes, please read the cautionary notes before using it.

Connection Method:

1. Attach the phone stand or wall mount to the back of the phone where there are slots;
2. Connect the handset and main phone case with the phone cord;
3. Connect the LAN port of the phone to the RJ-45 socket of a hub/switch or a router (LAN side of the router) using the Ethernet cable;
4. Connect the 5V DC output plug to the power jack on the phone; plug the power adapter into an electrical outlet. If PoE switch is used on GXP1620 in step 3, this step could be skipped;
5. The LCD will display provisioning or firmware upgrade information. Before continuing, please wait for the date/time display to show up;
6. Using the keypad configuration menu or phone's embedded web server (Web GUI) by entering the IP address in web browser, you can further configure the phone.

GXP1620

GXP1620 is a phone device that can be used with our service. It cannot be used as a typical phone. The customer must subscribe to an Internet Service Provider to be able to use the device. Customer with no broadband router feature must provide a separate broadband router.



LCD Familiarization

GXP1620 has a dynamic and customizable screen. The screen displays differently depending on whether the phone is idle or in use (active).

NxtScr	Toggles between different idle screens. For example, for GXP1620, pressing most left soft key (switch screen) will toggle among default idle screen, weather information, IP address and Account information.
FwdAll	Unconditionally forwards the phone line to another phone.
Redial	Redial the last dialed number when there is existed dialed call log.
Missed	Shows unanswered calls to this phone.
Receive/Reject	You can choose whether to receive or reject a call.
EndCall	Ends the active call.

Keypad Buttons

Line1/Line2	Switch between LINE1 and LINE2
Page/Intercom	If the intercom number has set, call this number directly If the intercom number has not set, press this key will have no effect
Hold	Place active call on hold, resume the call on hold.
Record	Press to enable/disable record feature in an active call or an conference.
Menu	Press the 4 navigation keys to move up/down/left/right. Press the round button in the center to enter Keypad Configuration MENU when phone is in idle. The round button "MENU" can also be used as ENTER key when in Keypad Configuration
Mute	Press to mute/unmute an active call.
Headset	Used when you plugged a headset
Transfer	Transfer an active call to another number.
Conference	Establish 3-way conference with other 2 parties.
Send	Enter the digits and then press Send to dial out the number.
Speaker	Hands-free function. You can call without using handset. Loudspeaker function
Volume	Press "-" or "+" to adjust the volume.

Phone Configuration

Setting Grandstream GXP1620

1. Verify device's IP address.
Press soft key [NextScr] twice to view device's IP address.
2. Open a web browser and enter the device's IP address on the URL field
Format: [http://IP Address]

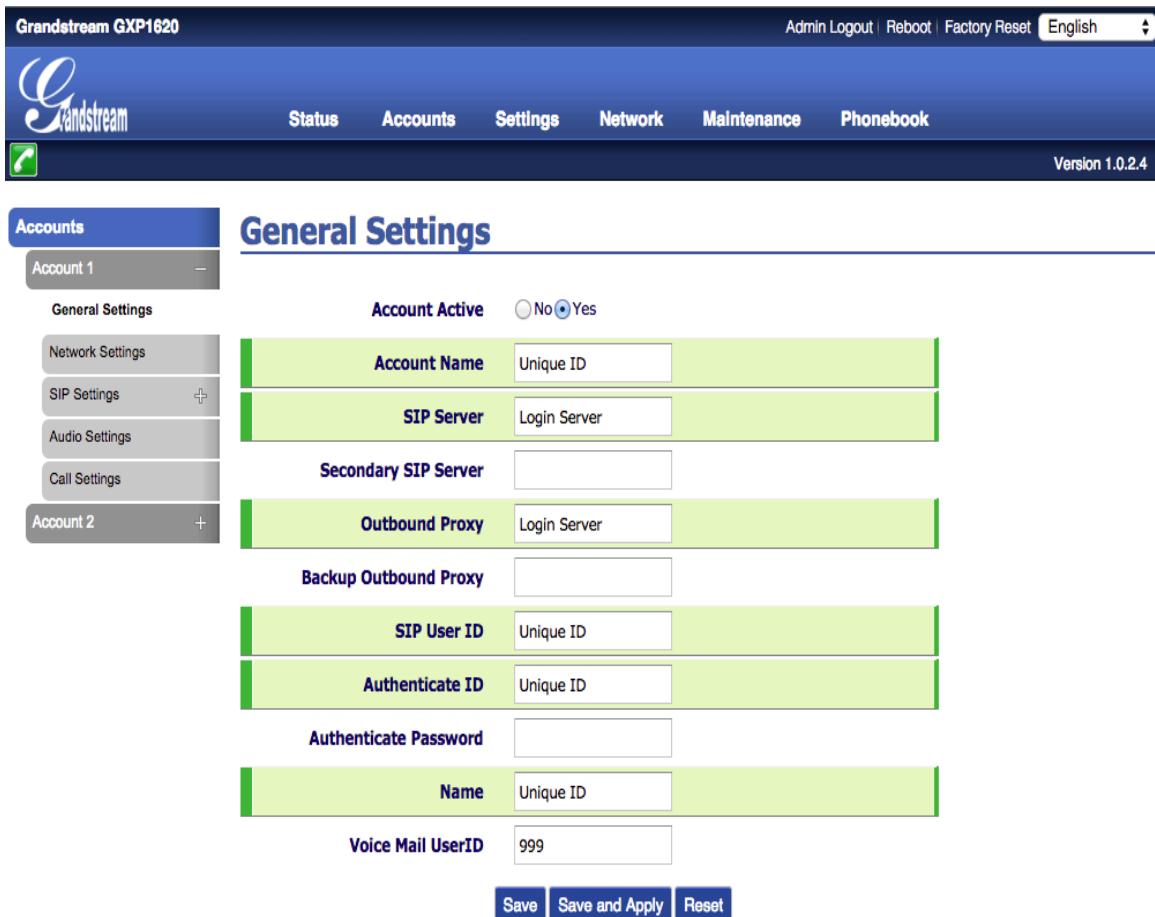


3. Type Username and Password and click [Login]. Default username and password are "admin".

*If you request to set up the device before shipping, we will change and write or paste the new password in its case but username is still "admin". It can't be changed.

A screenshot of the Grandstream GXP1620 web interface. The top navigation bar includes links for Admin Logout, Reboot, Factory Reset, and Language selection (set to English). The main menu bar has links for Status, Accounts, Settings, Network, Maintenance, and Phonebook. Below the menu, a status icon shows a green signal. The page title is "Account Status". Under "Status", there are tabs for Account Status, Network Status, and System Info. The "Account Status" tab is active, showing two accounts: Account 1 (SIP User ID: 0000270545, SIP Server: voip3022.agile.ne.jp, SIP Registration: YES) and Account 2 (SIP User ID: 0000270546, SIP Server: voip3022.agile.ne.jp, SIP Registration: NO). The bottom of the page includes a copyright notice: "Copyright © Grandstream Networks, Inc. 2015. All Rights Reserved."

4. Hover cursor over [Accounts]. Select [Account 1] and click [General Settings].



The screenshot shows the Grandstream GXP1620 web interface. At the top, there's a navigation bar with links for Status, Accounts, Settings, Network, Maintenance, and Phonebook. On the far right, it shows Admin Logout, Reboot, Factory Reset, English, and Version 1.0.2.4. Below the navigation bar, the main content area has a sidebar on the left with tabs for General Settings, Network Settings, SIP Settings, Audio Settings, and Call Settings. Under General Settings, there are two accounts: Account 1 (selected) and Account 2. The General Settings for Account 1 are displayed in a large form. The form includes fields for Account Active (radio buttons for No and Yes, with Yes selected), Account Name (Unique ID), SIP Server (Login Server), Secondary SIP Server (empty), Outbound Proxy (Login Server), Backup Outbound Proxy (empty), SIP User ID (Unique ID), Authenticate ID (Unique ID), Authenticate Password (empty), Name (Unique ID), and Voice Mail UserID (999). At the bottom of the form are three buttons: Save, Save and Apply (highlighted in red), and Reset.

General Settings	
Account Active <input type="radio"/> No <input checked="" type="radio"/> Yes	
Account Name	Unique ID
SIP Server	Login Server
Secondary SIP Server	
Outbound Proxy	Login Server
Backup Outbound Proxy	
SIP User ID	Unique ID
Authenticate ID	Unique ID
Authenticate Password	
Name	Unique ID
Voice Mail UserID	999
<input type="button" value="Save"/> <input type="button" value="Save and Apply"/> <input type="button" value="Reset"/>	

SIP Server and Outbound Proxy Login: Enter **Login Server**.

Account Name, SIP User ID, Authenticate ID: Enter **Unique ID** (10 characters).

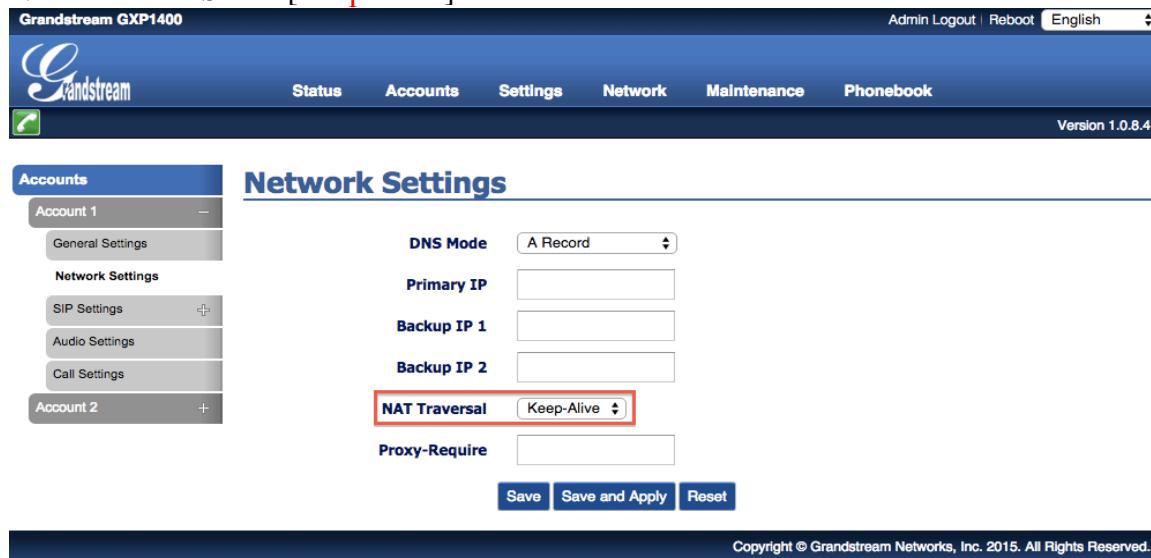
Authenticate Password: Enter **Registered Password** (sent thru mail). *If password was changed, please enter the new one.

Voicemail User ID: Enter **999**.

Once done, click **Save and Apply**

Set on both accounts. *Note that they must have different registered UID's

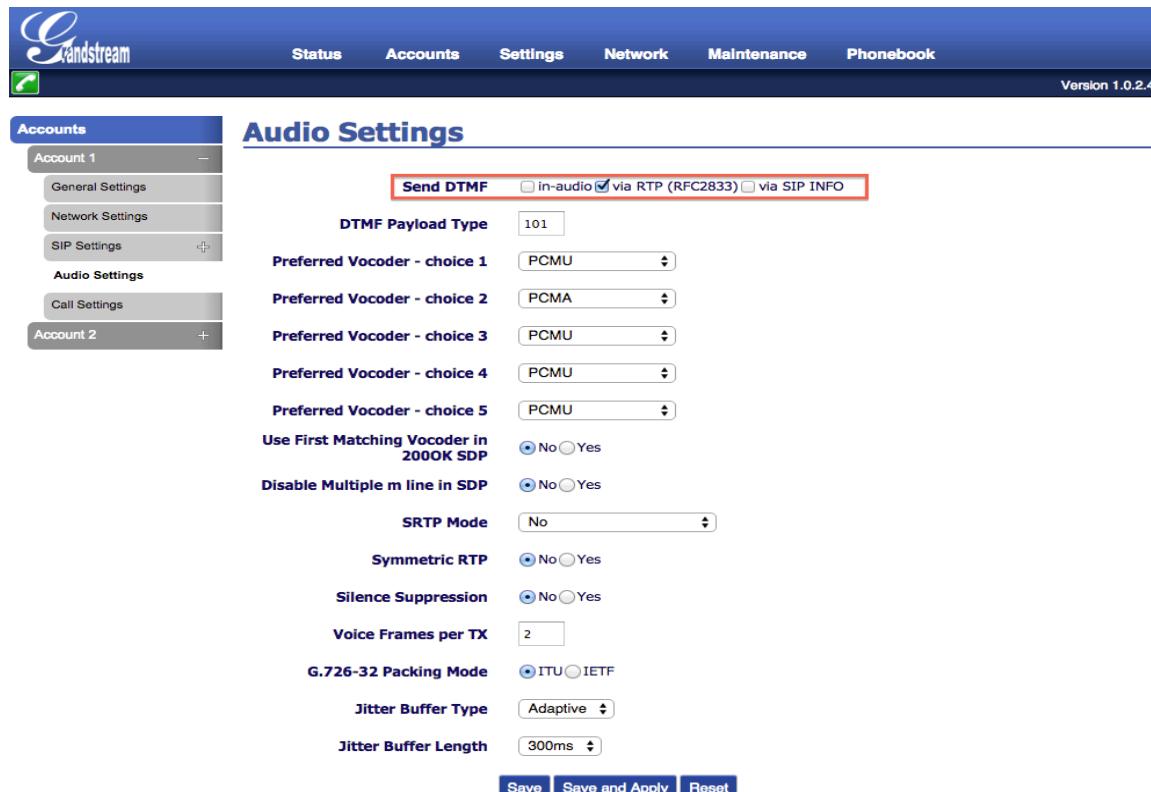
5. Hover cursor over [Accounts]. Select [Account 1] and click [Network Settings].
 Nat Traversal: Select [Keep Alive].



The screenshot shows the Grandstream GXP1400 web interface. The top navigation bar includes links for Status, Accounts, Settings, Network, Maintenance, and Phonebook, along with Admin Logout, Reboot, and language selection (English). The page title is "Network Settings". On the left, a sidebar under "Accounts" shows "Account 1" selected, with sub-options: General Settings, Network Settings, SIP Settings, Audio Settings, and Call Settings. "Account 2" is also listed. The main configuration area contains fields for DNS Mode (set to "A Record"), Primary IP, Backup IP 1, Backup IP 2, and NAT Traversal (set to "Keep-Alive"). Below these are fields for Proxy-Require and buttons for Save, Save and Apply, and Reset. A copyright notice at the bottom right reads "Copyright © Grandstream Networks, Inc. 2015. All Rights Reserved."

Once done click [Save and Apply]

6. Hover cursor over [Accounts]. Select [Account 1] and click [Audio Settings].
 Send DTMF: Check [via RTP].
 *If you check [DTMF Inband] for [DTMF mode] on your Unique Management Page on our site, Check [in-audio].



The screenshot shows the Grandstream GXP1400 web interface. The top navigation bar includes links for Status, Accounts, Settings, Network, Maintenance, and Phonebook, along with Admin Logout, Reboot, and language selection (English). The page title is "Audio Settings". On the left, a sidebar under "Accounts" shows "Account 1" selected, with sub-options: General Settings, Network Settings, SIP Settings, Audio Settings, and Call Settings. "Account 2" is also listed. The main configuration area contains fields for Send DTMF (with "via RTP (RFC2833)" checked), DTMF Payload Type (set to "101"), and various Preferred Vocoder settings (choices 1 through 5, all set to PCMU). It also includes options for Use First Matching Vocoder in 200OK SDP (set to "No") and Disable Multiple m line in SDP (set to "Yes"). Other settings include SRTP Mode (set to "No"), Symmetric RTP (set to "No"), Silence Suppression (set to "Yes"), Voice Frames per TX (set to "2"), G.726-32 Packing Mode (set to "ITU"), Jitter Buffer Type (set to "Adaptive"), and Jitter Buffer Length (set to "300ms"). Buttons for Save, Save and Apply, and Reset are at the bottom.

Once done click [Save and Apply]

7. Hover cursor over [Settings] and click [Call Features].

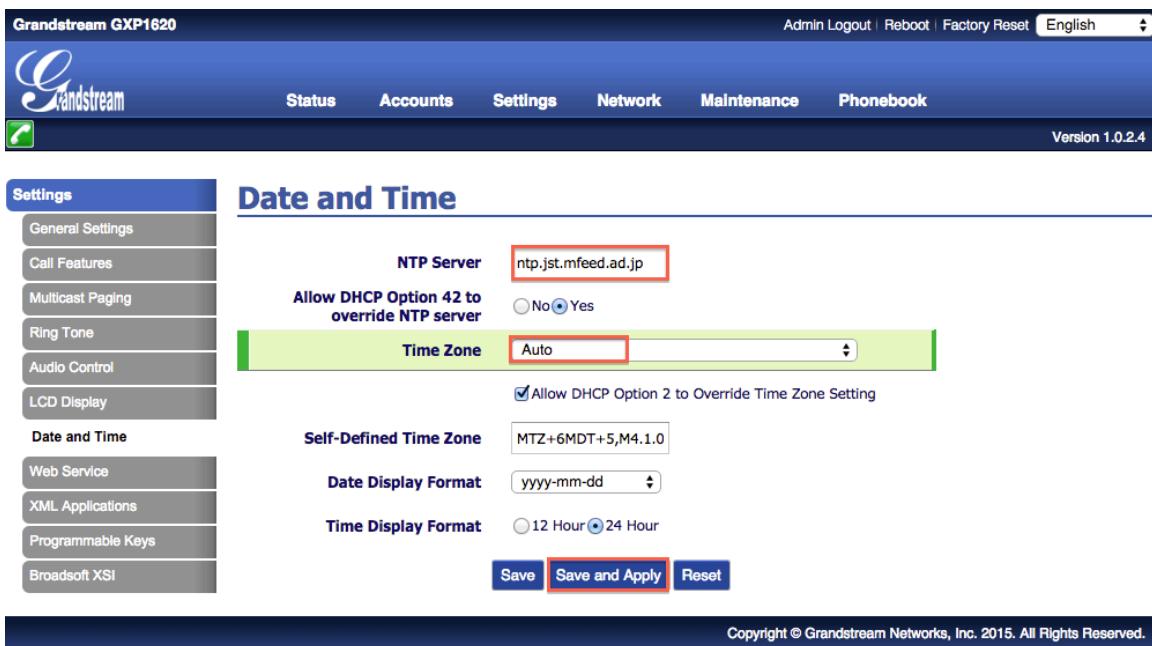
The screenshot shows the Grandstream web interface with the following details:

- Header:** Status, Accounts, Settings, Network, Maintenance, Phonebook.
- Version:** Version 1.0.6.11
- Left Sidebar (Settings):** General Settings, Call Features (selected), Ring Tone, Audio Control, LCD Display, Date and Time, Web Service, XML Applications, Programmable Keys.
- Main Content (Call Features):**
 - Off-hook Auto Dial: Input field (empty).
 - Off-hook Timeout: Input field (30).
 - Disable Call Waiting:** Radio buttons (No, Yes). The "Yes" button is selected and highlighted with a red border.
 - Disable Call Waiting Tone: Radio buttons (No, Yes).
 - Disable Direct IP Call: Radio buttons (No, Yes).
 - Use Quick IP Call Mode: Radio buttons (No, Yes).
 - Disable Conference: Radio buttons (No, Yes).
 - Disable in-call DTMF Display: Radio buttons (No, Yes).
 - Enable Sending DTMF via Speed Dial: Radio buttons (No, Yes).
 - Disable DND Button: Radio buttons (No, Yes).
 - Enable Idle Mute: Radio buttons (No, Yes).
 - Disable Transfer: Radio buttons (No, Yes).
 - In-call Dial Number on Pressing Transfer Key: Input field (empty).
 - Auto-Attended Transfer: Radio buttons (No, Yes).
 - Do Not Escape '#' as %23 in SIP URI: Radio buttons (No, Yes).
 - Click-To-Dial Feature: Radio buttons (Disabled, Enabled).
 - Blink message LED on ringing: Radio buttons (No, Yes).
 - Call History Flash Writing: Text input field (0 means this option is disabled).
 - Write Timeout: Input field (300).
 - Max Unsaved Log: Input field (200).
- Buttons at the bottom:** Save, Save and Apply (highlighted with a red border), Reset.

Disable Call Waiting: Select [Yes].

*This will ignore Call-waiting. Select [No], if you want to enable Call-waiting.
Once done, click [Save and Apply]

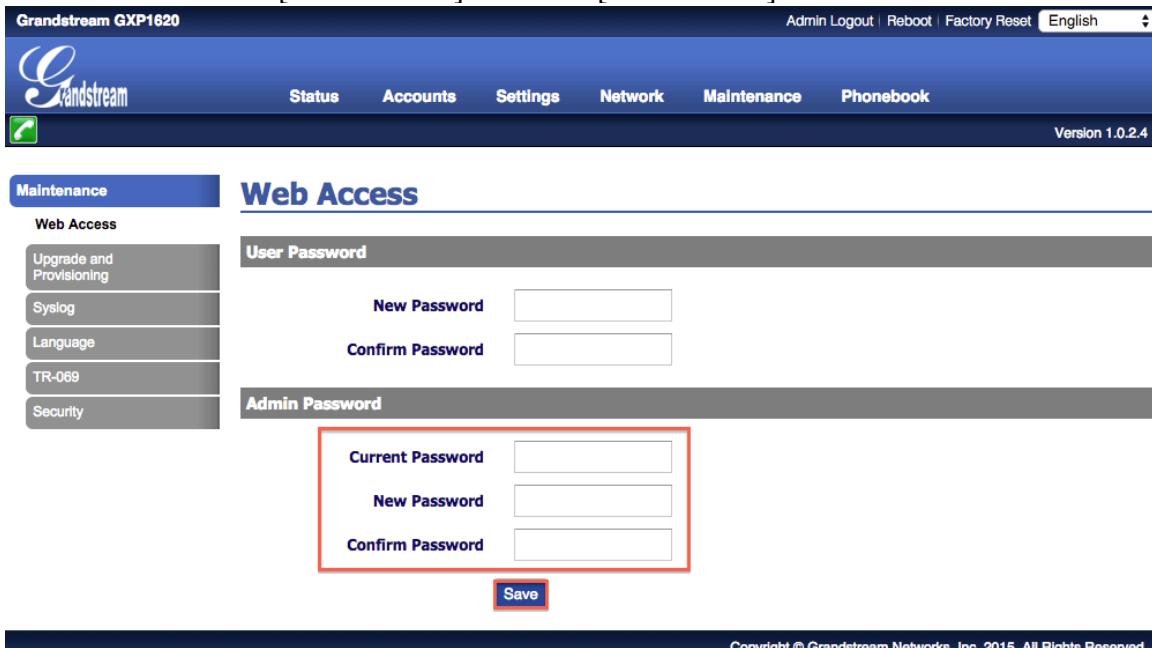
8. Hover cursor over [Settings] and click [Date and Time].
 NTP Server: Enter **ntp.jst.mfeed.ad.jp**
 Time Zone: Select the time zone where you are located.



The screenshot shows the Grandstream GXP1620 web configuration interface. The top navigation bar includes links for Admin Logout, Reboot, Factory Reset, English language selection, and Version 1.0.2.4. The main menu on the left has 'Settings' selected, which is currently expanded to show 'General Settings', 'Call Features', 'Multicast Paging', 'Ring Tone', 'Audio Control', 'LCD Display', and 'Date and Time'. The 'Date and Time' section is the active tab, showing fields for 'NTP Server' (set to 'ntp.jst.mfeed.ad.jp'), 'Allow DHCP Option 42 to override NTP server' (radio button set to 'Yes'), 'Time Zone' (set to 'Auto', highlighted with a red box), and checkboxes for 'Allow DHCP Option 2 to Override Time Zone Setting' and 'Self-Defined Time Zone' (set to 'MTZ+6MDT+5,M4.1.0'). Below these are dropdowns for 'Date Display Format' (set to 'yyyy-mm-dd') and 'Time Display Format' (radio button set to '24 Hour'). At the bottom are 'Save', 'Save and Apply', and 'Reset' buttons. The footer contains the copyright notice 'Copyright © Grandstream Networks, Inc. 2015. All Rights Reserved.'

Once done, click [**Save and Apply**]

9. Hover cursor over [Maintenance] and click [Web Access].



The screenshot shows the 'Web Access' settings page under the 'Maintenance' menu. The left sidebar lists 'Web Access' sub-options: Upgrade and Provisioning, Syslog, Language, TR-069, and Security. The 'Admin Password' section is highlighted with a red box and contains fields for 'Current Password', 'New Password', and 'Confirm Password'. Below these fields is a 'Save' button. The footer contains the copyright notice 'Copyright © Grandstream Networks, Inc. 2015. All Rights Reserved.'

*Set a new password for **Admin Password** for security purposes.
 Once done, click [**Save and Apply**]

10. Hover cursor over [Maintenance] and click [Upgrade and Provisioning].

The screenshot shows the Grandstream GXP1620 web interface. At the top, there's a navigation bar with links for Admin Logout, Reboot, Factory Reset, English language selection, and a version number (Version 1.0.2.4). Below the navigation is a main menu with tabs: Status, Accounts, Settings, Network, Maintenance, and Phonebook. The Maintenance tab is currently selected. On the left, a sidebar lists several options: Web Access (selected), Upgrade and Provisioning, Syslog, Language, TR-069, and Security. The main content area is titled "Upgrade and Provisioning". A red box highlights the "Firmware Upgrade and Provisioning" section, which contains three radio button options: "Always Check for New Firmware", "Check New Firmware Only When F/W pre/suffix Changes", and "Always Skip the Firmware Check". Below this are fields for XML Config File Password, HTTP/HTTPS User Name, and HTTP/HTTPS Password. Further down are sections for Always Authenticate Before Challenge (radio buttons for No and Yes), Validate Hostname in Certificate (radio buttons for No and Yes), and Upgrade via (radio buttons for TFTP, HTTP, and HTTPS, with HTTP selected). There are also fields for Firmware Server Path (fm.grandstream.com/), Config Server Path (fm.grandstream.com/), Firmware File Prefix, Firmware File Postfix, Config File Prefix, and Config File Postfix. At the bottom of the form are several checkboxes for network-related settings: Allow DHCP Option 43 and Option 66 to Override Server (Yes selected), Allow DHCP Option 120 to Override SIP Server (Yes selected), and 3CX Auto Provision (Yes selected).

Firmware Upgrade and Provisioning: Select [Always Skip the Firmware Check].
Once done, click [Save and Apply]

12. Hover cursor over [Maintenance] and click [Upgrade and Provisioning]

*Note: This step should only be done if you want to upgrade firmware.

The screenshot shows the Grandstream web interface with the following details:

- Maintenance** menu is open, with **Upgrade and Provisioning** selected.
- Upgrade and Provisioning** page is displayed.
- Firmware Upgrade and Provisioning** section:
 - Always Check for New Firmware
 - Check New Firmware Only When F/W pre/suffix Changes
 - Always Skip the Firmware Check
- XML Config File Password**: Text input field.
- HTTP/HTTPS User Name**: Text input field.
- HTTP/HTTPS Password**: Text input field.
- Always Authenticate Before Challenge**: Radio buttons: No, Yes.
- Validate Hostname in Certificate**: Radio buttons: No, Yes.
- Upgrade via**: Radio buttons: TFTP, HTTP, HTTPS.
- Firmware Server Path**: Text input field containing "fm.grandstream.com/".
- Config Server Path**: Text input field containing "fm.grandstream.com/".
- Firmware File Prefix**: Text input field.
- Firmware File Postfix**: Text input field.
- Config File Prefix**: Text input field.
- Config File Postfix**: Text input field.
- Allow DHCP Option 43 and Option 66 to Override Server**: Radio buttons: No, Yes.
- Allow DHCP Option 120 to Override SIP Server**: Radio buttons: No, Yes.
- 3CX Auto Provision**: Radio buttons: No, Yes.
- Automatic Upgrade**:
 - No
 - Yes, check for upgrade every 10080 minute(s) (This option is highlighted with a red border)
 - Yes, check for upgrade every day
 - Yes, check for upgrade every week

Firmware Upgrade and Provisioning: Select [**Always Check for New Firmware**]

Upgrade via: Select [**HTTP**]

Automatic Upgrade: Select [**Yes, check for upgrade every () minutes**] input **10080** on field provided.

Once done, click [**Save and Apply**]

Safety Precautions

This manual contains precautions to assure user's safety while using this product. If the precautions are disregarded, the extent of consequences is presented below.



*This indicates that ignoring or mishandling of this notice might result to death or serious injury to the person.



*This indicates that ignoring or mishandling of this notice might result to harm to the person.



*Immediately unplug the device from the power supply if there is a strange smell and smoke. Don't use the device and immediately contact the dealer for repair. This may cause fire or explosion.



*Do not disassemble or modify. The device may malfunction, cause electric shock and fire.



*Do not insert metal to the opening or drop the product. If in case a metal is inserted to the device, unplug the device and contact the dealer. The device may malfunction, cause electric shock and fire.



*Do not pour water or any foreign object inside the device. If in case water or any foreign object is poured or inserted to the device, unplug the device and contact the dealer.



*Do not touch the device when lightning occurs. This may cause electric shock.



*Do not use in bathroom or shower room. The device may malfunction, cause electric shock and fire.



*Don't place in a damp, dusty or direct sunlight. The device may malfunction, cause electric shock and fire.



*This device is not waterproof. If in case water entered the device, unplug the device and contact the dealer



CAUTION



*Do not place near the kitchen table or humidifier, or near oil and moisture. The device may malfunction, cause electric shock and fire.



*Do not place in humid and dusty area. The device may malfunction, cause electric shock and fire.



*Do not place in extremely cold place or place with unstable temperature. It may cause explosion.



*Do not place in unstable or shaky place. If the device falls it may collapse, it may cause injury or explosion.



*Use after checking if foreign matters are attached to the speaker of the handset. Thumbtacks, pin, stapler wires and other metallic object may cling to the magnet of the speaker so please be careful.

Troubleshooting

Please check the troubleshooting procedure before requesting a repair. If the problem doesn't get resolved, please contact us.

Problem	Solution
General Failure	<p>Plug and Unplug from the power source. (Do this for few times).</p> <p>Wait for at least one minute before plugging the device.</p> <p>If the problem is not resolved after doing this, please contact our customer support service.</p> <p>Please provide your number and broadband products.</p>

Problem	Cause	Solution
No Ringer Sound	<p>Ethernet Cable is disconnected.</p> <p>AC Adapter is disconnected.</p> <p>Did you change the volume settings?</p> <p>Did you change the settings on the display?</p>	<p>Check the connection of the Ethernet cable.</p> <p>Check the connection of the AC Adapter.</p> <p>Adjust the volume on the volume button.</p> <p>Revert the changed settings. Disconnect the Ethernet cable. (Please reboot).</p>
Call is interrupted by noise	Are there any abnormalities in the network environment?	Check your network environment.

Initialization Method

Note that previous configurations will be cleared out after the initialization process. You need to set all the required information again to start your service.

Press the [MENU] [●] button and select [Config]. Then, select [Factory Reset] and confirm by selecting [OK]